



Help at Home®
Care to Live Your Life.

SUPPLIER CODE OF CONDUCT

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A Message from Our Chief Executive Officer Dear Help at Home Supplier:

Since our founding in 1975, our company has grown to serve over 67,000 clients across 12 states with a team of nearly 30,000 employees. I am very proud of this journey and all the partners who have contributed to our success. As we continue to grow, we must stay true to the simple, but enduring values that guide our company:

Operating with integrity and adhering to recognized moral and ethical principles is the cornerstone of Help at Home's success. All Help at Home suppliers are expected to read and adhere to the Supplier Code of Conduct.

Chris Hocevar
Chief Executive Officer
Help at Home, LLC

Overview

The Help at Home family (HAH) is committed to upholding the highest standards of professional ethics and integrity that our clients depend on from our vendor, suppliers, and business partners ("Suppliers"). Our core values guide us to serve our clients and each other to the best of our abilities and with that comes great satisfaction in a job well done.

Purpose

HAH's Supplier Code of Conduct (Supplier Code) is designed to assist our Suppliers in understanding our expectations of them. This Supplier Code describes the minimum standards that potential and existing Suppliers are expected to meet in connection with their business exchanges with HAH. Suppliers are encouraged to exceed the standards in this Supplier Code. In addition, Suppliers shall be expected to meet any additional requirements contained in purchase orders, contracts, or other agreements with HAH.

Ethical Standards

HAH operates with integrity, adheres to recognized moral and ethical principles, and operates in accordance with all applicable federal, state, and local laws and regulations. HAH seeks to identify Suppliers that conduct business with ethical standards consistent with those of HAH. To achieve this and to meet social responsibilities Suppliers are expected to conduct their business in an ethical manner and to act with integrity. Suppliers shall abide by ethical standards and guidelines including but not limited to:

Business Integrity

Suppliers shall act with integrity and in a professional manner while not engaging in unlawful or unethical activities. Suppliers shall conduct business competitively and in accordance with all applicable federal, state and local laws and regulations. Suppliers shall employ fair business practices including but not limited to accurate and truthful advertising, avoiding improper giving and receiving of gifts, and insider trading activities.

Conflicts of Interest

HAH does not permit persons with conflicts of interests to make procuring decisions. HAH employees are not permitted to work for a Supplier if HAH is a customer of the Supplier. Suppliers shall disclose all potential conflicts of interest. HAH requires our Suppliers to bring potential conflicts of interest to the attention of HAH Compliance Department in a timely manner by reaching out to compliance@helppathome.com.

Anti-bribery, anti-corruption, trade, and antitrust compliance

Suppliers shall have a zero-tolerance policy for any form of corruption, bribery, extortion, embezzlement or other type of fraudulent conduct. Suppliers shall not pay or accept bribes or participate in other illegal activities in business or government relationships, including but not

limited to monetary gifts, kickbacks, bribes, rebates or any other type of value, remuneration or services in return for goods, services, and/or favorable treatment or consideration.

Reporting Concerns

HAH is built on integrity and making ethical decisions. Suppliers shall provide channels for their employees to report concerns or potentially unlawful activities within the workplace without consequences. Suppliers shall create an environment where concerns and/or reports will be treated in a confidential manner. Suppliers shall promptly investigate such reports properly and take corrective action if needed.

If there is reason to believe that this Supplier Code may have been violated, HAH encourages individuals to address their concerns. The HAH Ethics Hotline is accessible 24 hours a day by phone at 1-844-769-0288 or online via <https://helpathome.ethicspoint.com>, as well as <https://helpathomemobile.ethicspoint.com>. You may report anonymously if you wish. When you contact the Ethics Hotline, the information you provide is documented in detail and forwarded to the appropriate department within HAH for review and investigation.

Data Privacy, Confidentiality, and Security

Suppliers shall comply with all applicable privacy and data protection laws and regulations, and shall prohibit any unauthorized access, disclosure or use of any HAH confidential information including but not limited to records and related information of HAH employees, affiliates, clients, or contractors. Breaches in confidentiality shall be considered a violation of this Code of Conduct.

Fair Competition

Suppliers shall conduct their business in line with fair competition and in accordance with all applicable laws, codes, and regulations. Suppliers shall refrain from unethical sales practices such as backdoor selling, making unattainable commitments, requesting competitor information, offering excessive valued gifts, or providing unfavorable pricing.

Human Rights to Work

HAH is dedicated to ensuring that fundamental human rights are not harmed through its procurement activities. Our commitment to human rights is reflected in our labor practices, diversity and inclusion, comprehensive discrimination and harassment policies, workplace health and safety. HAH expects that its Suppliers shall also protect their employees from unfair, unethical, discriminatory, and unsafe working conditions. Further, Suppliers shall not participate in bonded, forced, or child labor in any manner and shall protect their employees from unfair, unethical, discriminatory, and unsafe working conditions.

Supplier Diversity

HAH recognizes the value of diversity and actively encourages and supports a work environment that benefits from the skills and abilities of employees from a wide range of cultural values and traditions.

HAH supports inclusion within supply chains and sees this as an integral part of our strategic sourcing and procurement processes. Suppliers shall be held accountable for providing opportunities to diverse subcontractors. Suppliers shall offer high-quality, competitively priced goods and services from a diverse range of subcontractors, as applicable. Suppliers are also encouraged to develop Supplier diversity programs of their own and are expected to report those to HAH, upon request.

Supply Chain Sustainability

HAH is committed to implementing and maintaining environmentally responsible business practices throughout its supply chain. HAH seeks Suppliers that share our commitment to diversity, sustainability, and making a positive impact in their communities. Suppliers are encouraged to implement systems and/or processes that minimize the impacts on the environment, the production process, and the end products themselves. Suppliers shall ensure that their facilities comply with environmental laws, including all applicable laws related to waste disposal, air emissions, discharges, toxic substances and hazardous waste disposal.

Compliance with Laws and Regulations

HAH requires its Suppliers to understand and comply with laws, regulations, and government guidelines, including but not limited to United States Foreign Corrupt Practices Act (FCPA). Suppliers shall also hold their subcontractors to the same compliance standards. Additionally, Supplier shall not work with any companies or individuals that have been sanctioned by the governmental entities in which they operate, including but not limited to the [FCPA](#).

Vendor Selection and Debarment Checks

As mandated by federal and state laws, and in accordance with the Compliance Program (the “Program”), Supplier will conduct all required exclusion screenings on referral sources and contractors. This Supplier Code outlines the respective processes for ensuring that all required screening occurs, screenings are tracked and monitored, and that any potential exclusions are investigated and immediately acted upon. HAH is committed to using good faith, reasonable efforts to not employ, allow to serve on its Board, contract with, or otherwise accept referrals from individuals or entities that are currently excluded, debarred or suspended from, or otherwise ineligible to participate in any Federal Health Care Program or in any Federal procurement or non-procurement program.

DEFINITIONS

Ineligible Person

An “Ineligible Person” means an individual or entity who/which is or has been excluded, debarred or suspended from, or is otherwise ineligible to participate in any Federal health care program or any Federal procurement or non-procurement program and has not been reinstated after the period of exclusion, debarment, suspension or ineligibility.

Federal Health Care Program

A “Federal Health Care Program” is any plan or program that provides health benefits, whether directly, through insurance, or otherwise, which is funded directly, in whole or in part, by the

United States Government or any State health care program, including, without limitation, Medicare, Medicaid, Tricare, and programs receiving federal or state grants.

Exclusion Lists

“Exclusion Lists” means the following lists, which are checked in accordance with the Procedures detailed in this document:

The United States Department of Health and Human Services, Office of Inspector General’s (“OIG”) List of Excluded Individuals/Entities (“LEIE”) (currently available on-line at: http://www.oig.hhs.gov/fraud/exclusions/exclusions_list.asp);

Other sources and lists may also be checked as HAH deems necessary and appropriate. For example, if a potential employee’s application for employment indicates that he/she worked in any other state(s), or if a contractor has worked, or works, in any other state(s), the equivalent state-specific lists, if available, may also be checked.

Supplier Acknowledgement

The attached Supplier Code of Conduct sets forth the standards required of our vendors, suppliers, and business partners (“Suppliers”) when conducting business with or dealing with HAH.

By signing this Acknowledgement, the undersigned Supplier agrees that they have received, read, and understood and will abide by Help at Home’s Supplier Code of Conduct.

Supplier understands that its promise to comply with the Supplier Code of Conduct does not obligate HAH to conduct business, place orders, or enter into a formal contract with Supplier.

Company Name:

Representative:

Job Title:

Signature:

Date: Click or tap to enter a date.